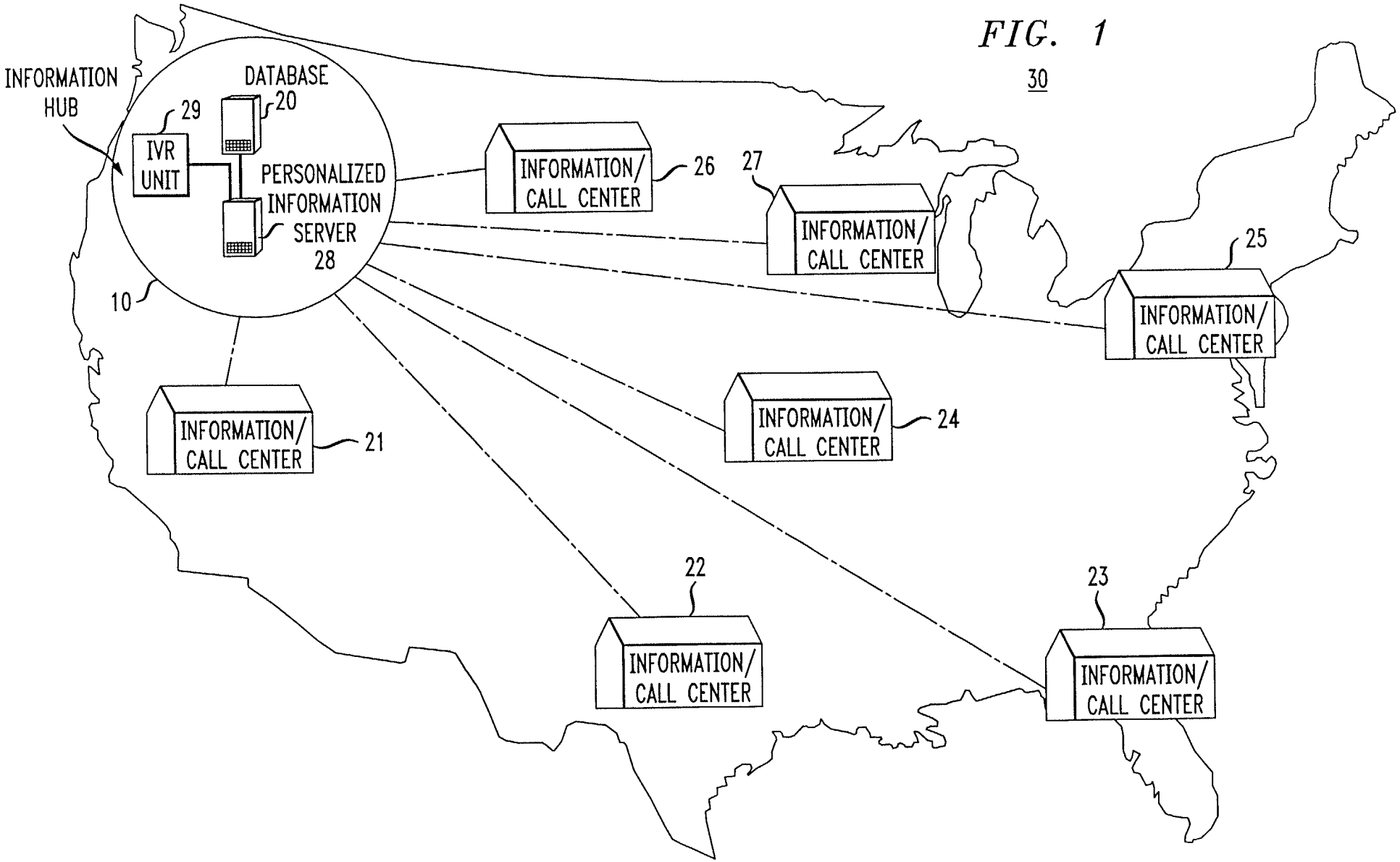
FIG. 1


30
INFORMATION HUB
DATABASE
20
29
IVR UNIT
PERSONALIZED INFORMATION SERVER
28
10
INFORMATION/ CALL CENTER
26
27
INFORMATION/ CALL CENTER
25
INFORMATION/ CALL CENTER
INFORMATION/ CALL CENTER
21
INFORMATION/ CALL CENTER
24
22
INFORMATION/ CALL CENTER
23
INFORMATION/ CALL CENTER

EP 2 064 854 A1

FIG. 2A

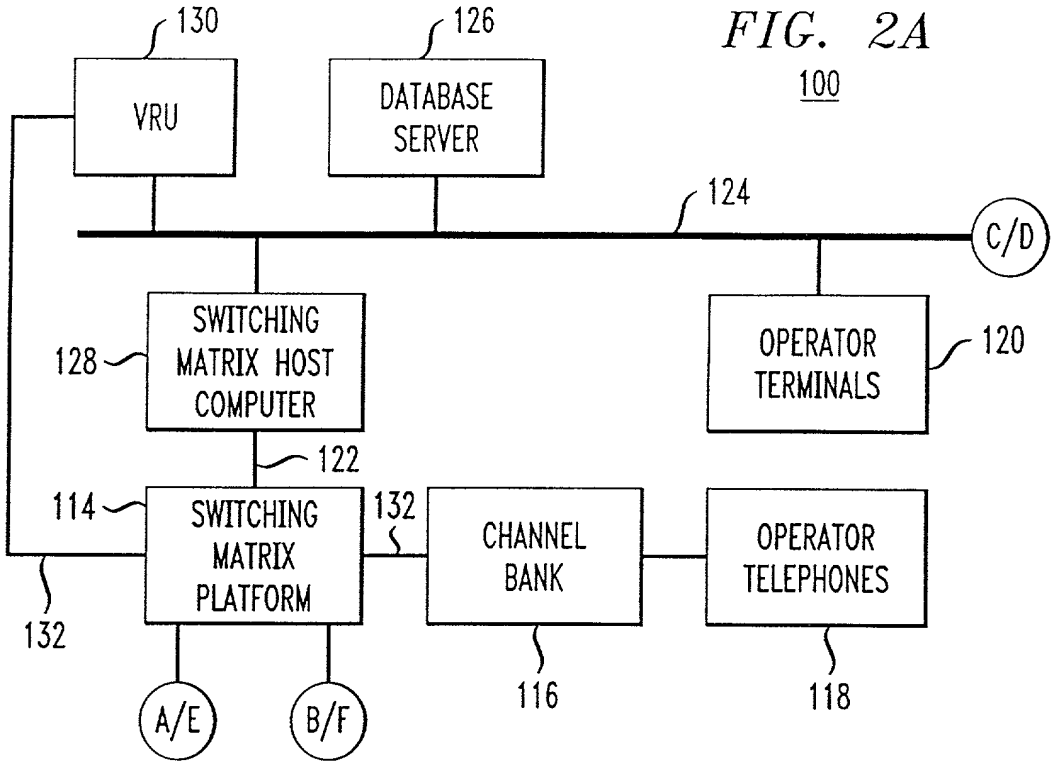


FIG. 2B

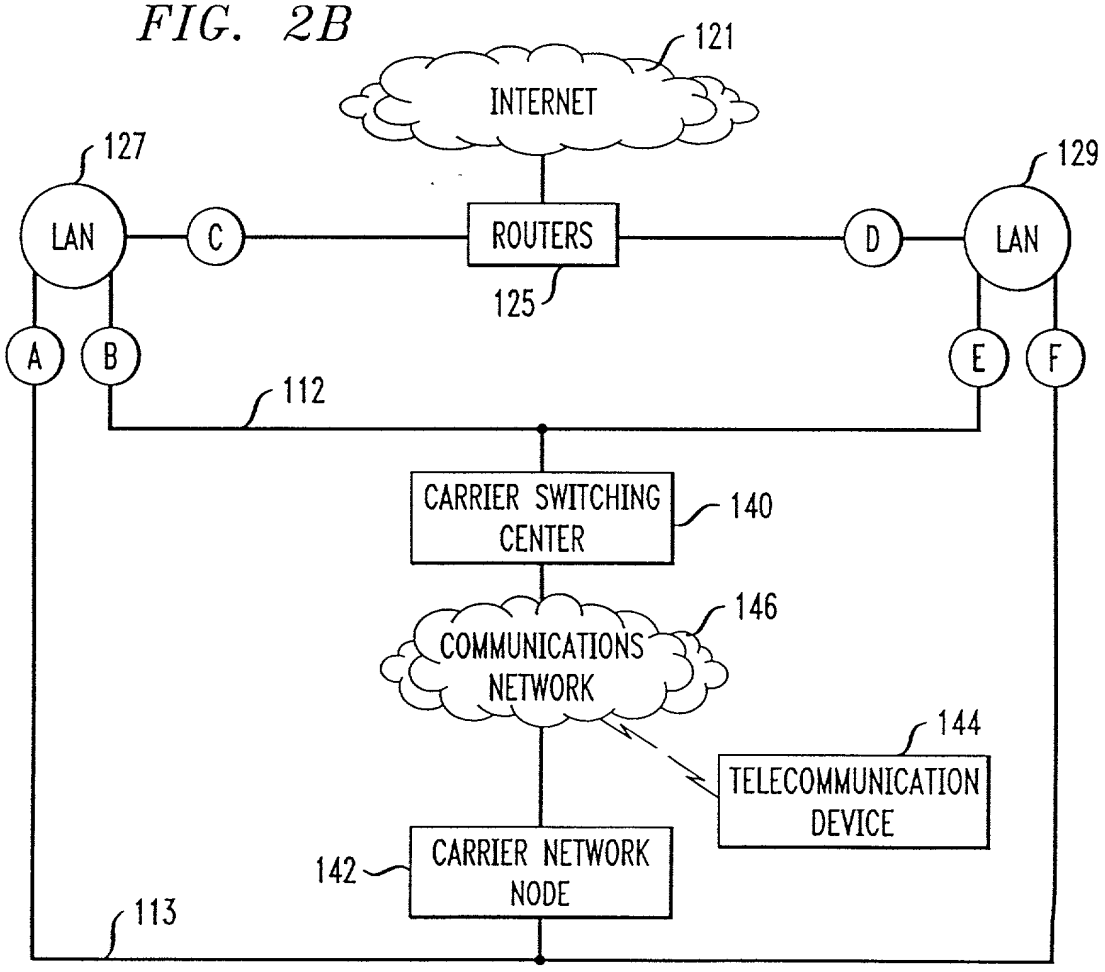


FIG. 3

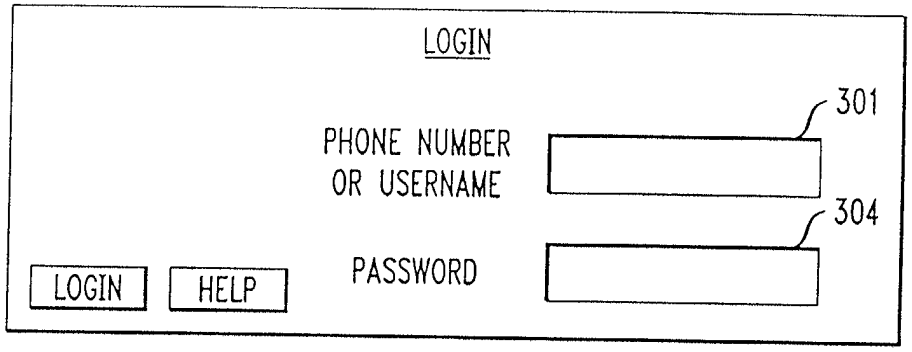

LOGIN
301
PHONE NUMBER
OR USERNAME
304
PASSWORD
LOGIN
HELP

FIG. 4

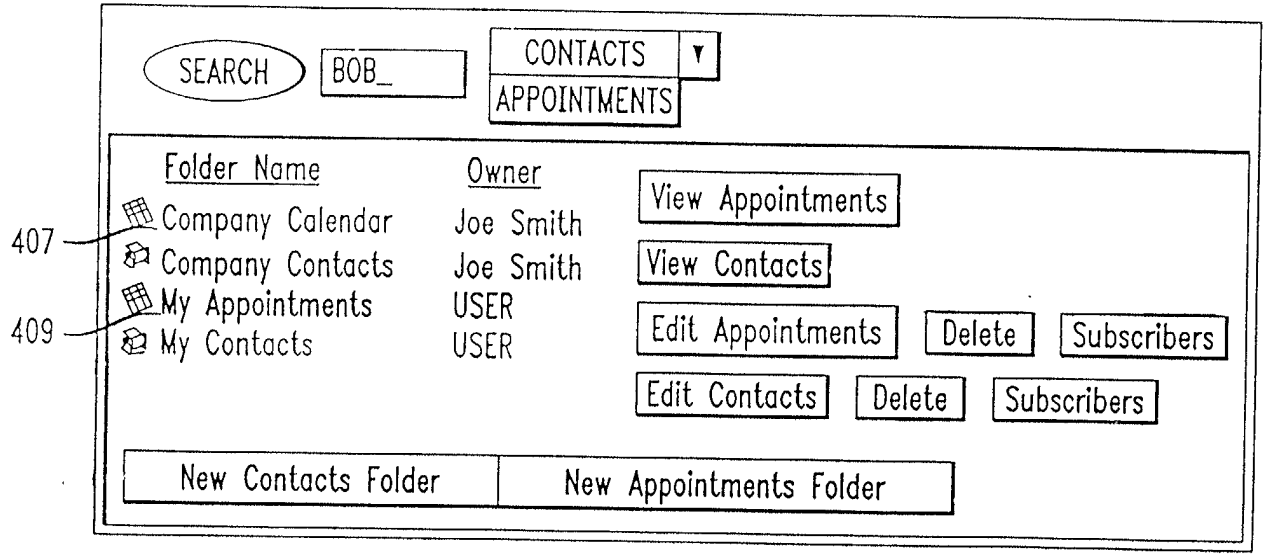

SEARCH
BOB_
CONTACTS
APPOINTMENTS
Folder Name
Owner
Company Calendar
Joe Smith
Company Contacts
Joe Smith
My Appointments
USER
My Contacts
USER
407
409
View Appointments
View Contacts
Edit Appointments
Delete
Subscribers
Edit Contacts
Delete
Subscribers
New Contacts Folder
New Appointments Folder

FIG. 5

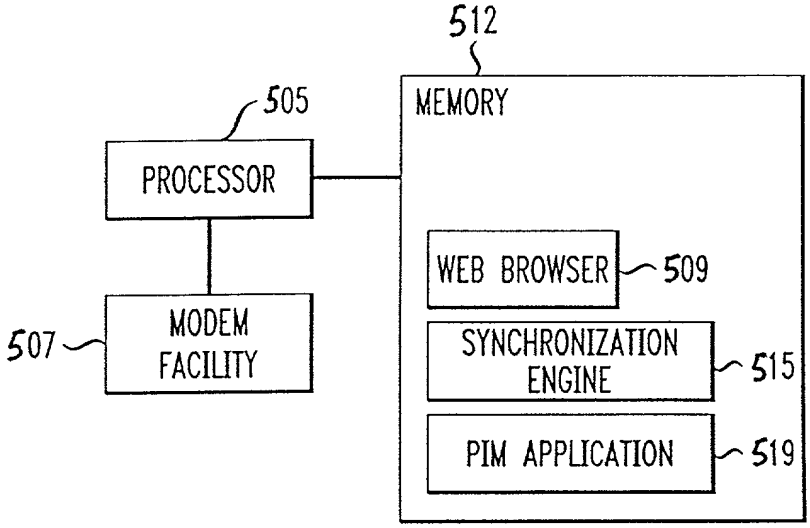

503
512
MEMORY
505
PROCESSOR
WEB BROWSER
509
507
MODEM FACILITY
SYNCHRONIZATION ENGINE
515
PIM APPLICATION
519

FIG. 6

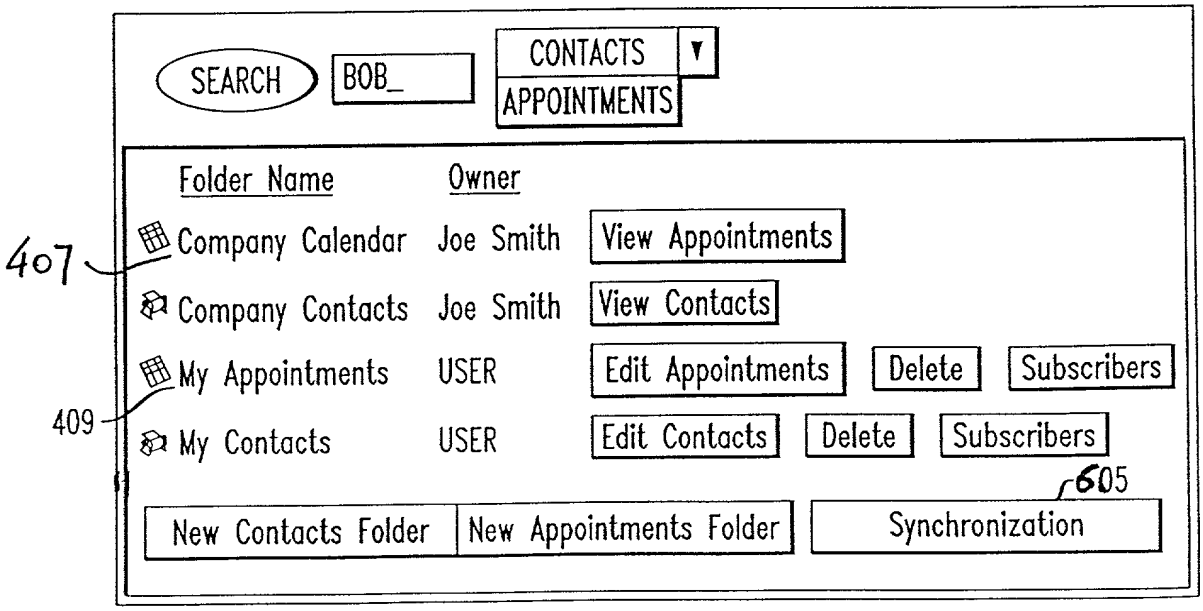

SEARCH
BOB_
CONTACTS
APPOINTMENTS
Folder Name
Owner
407
Company Calendar
Joe Smith
View Appointments
Company Contacts
Joe Smith
View Contacts
My Appointments
USER
Edit Appointments
Delete
Subscribers
409
My Contacts
USER
Edit Contacts
Delete
Subscribers
605
New Contacts Folder
New Appointments Folder
Synchronization

Fig. 7

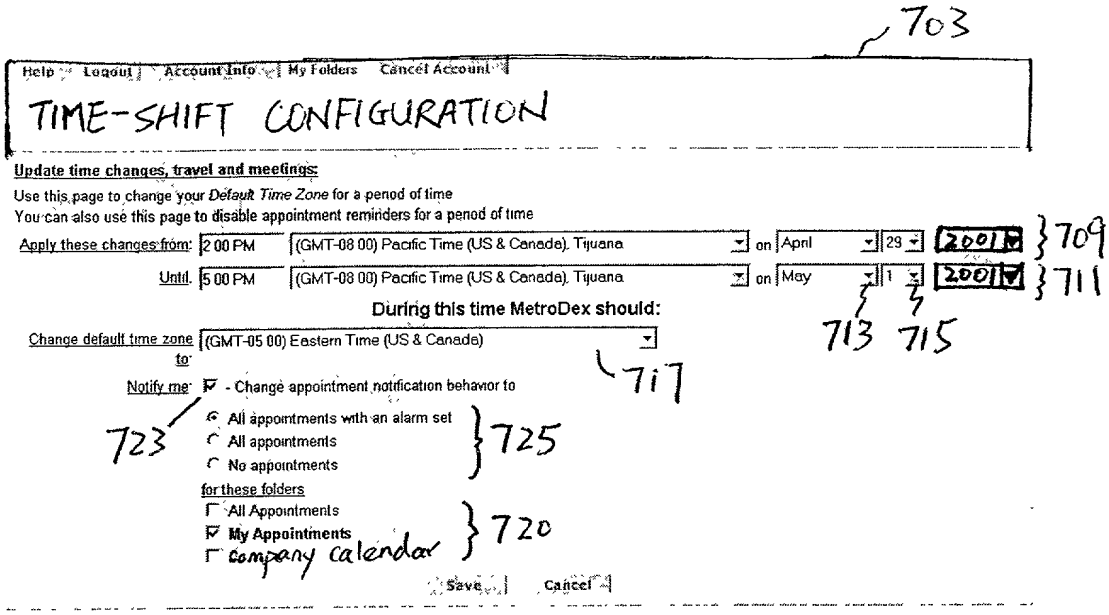

703
Help Logout Account Info My Folders Cancel Account
TIME-SHIFT CONFIGURATION
Update time changes, travel and meetings:
Use this page to change your Default Time Zone for a period of time
You can also use this page to disable appointment reminders for a period of time
Apply these changes from: 2:00 PM (GMT-08:00) Pacific Time (US & Canada); Tijuana on April 29 2001
709
Until: 5:00 PM (GMT-08:00) Pacific Time (US & Canada); Tijuana on May 1 2001
711
713 715
During this time MetroDex should:
Change default time zone to (GMT-05:00) Eastern Time (US & Canada)
717
Notify me - Change appointment notification behavior to
723
All appointments with an alarm set
All appointments
No appointments
725
for these folders
All Appointments
My Appointments
Company calendar
720
Save Cancel

Fig. 8

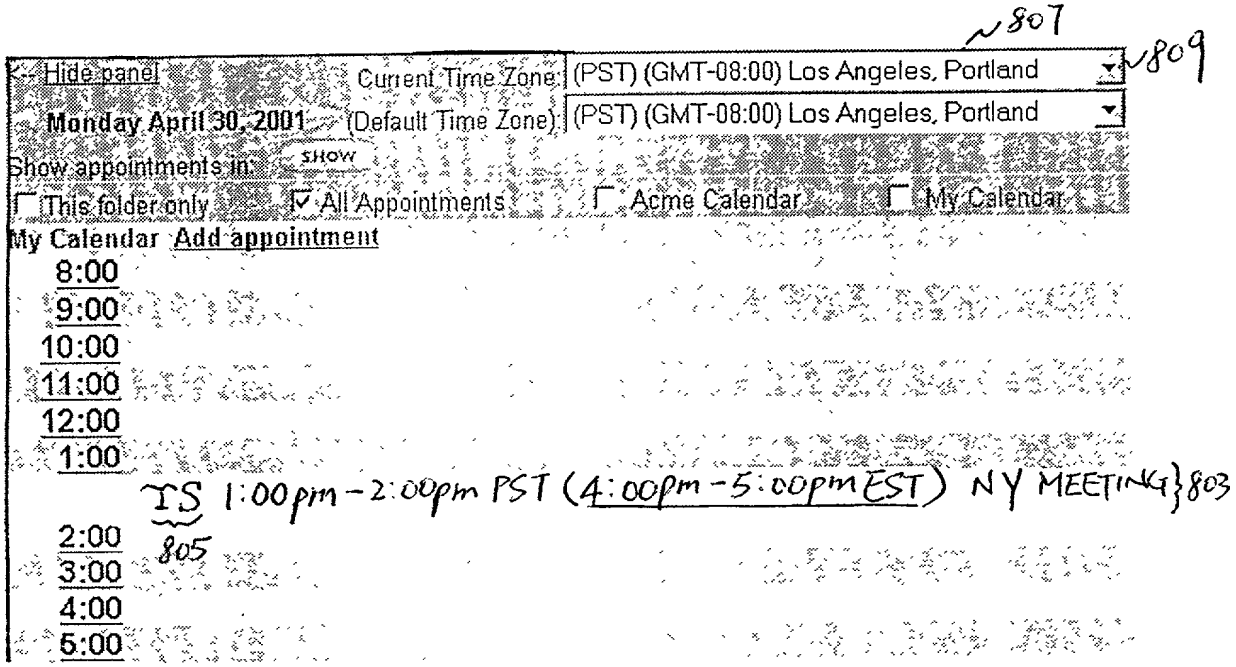

807
809
Hide panel
Current Time Zone (PST) (GMT-08:00) Los Angeles, Portland
Monday April 30, 2001
(Default Time Zone) (PST) (GMT-08:00) Los Angeles, Portland
Show appointments in: SHOW
This folder only
All Appointments
Acme Calendar
My Calendar
My Calendar Add appointment
8:00
9:00
10:00
11:00
12:00
1:00
IS 1:00pm-2:00pm PST (4:00pm-5:00pm EST) NY MEETING
803
805
2:00
3:00
4:00
5:00

Fig. 9

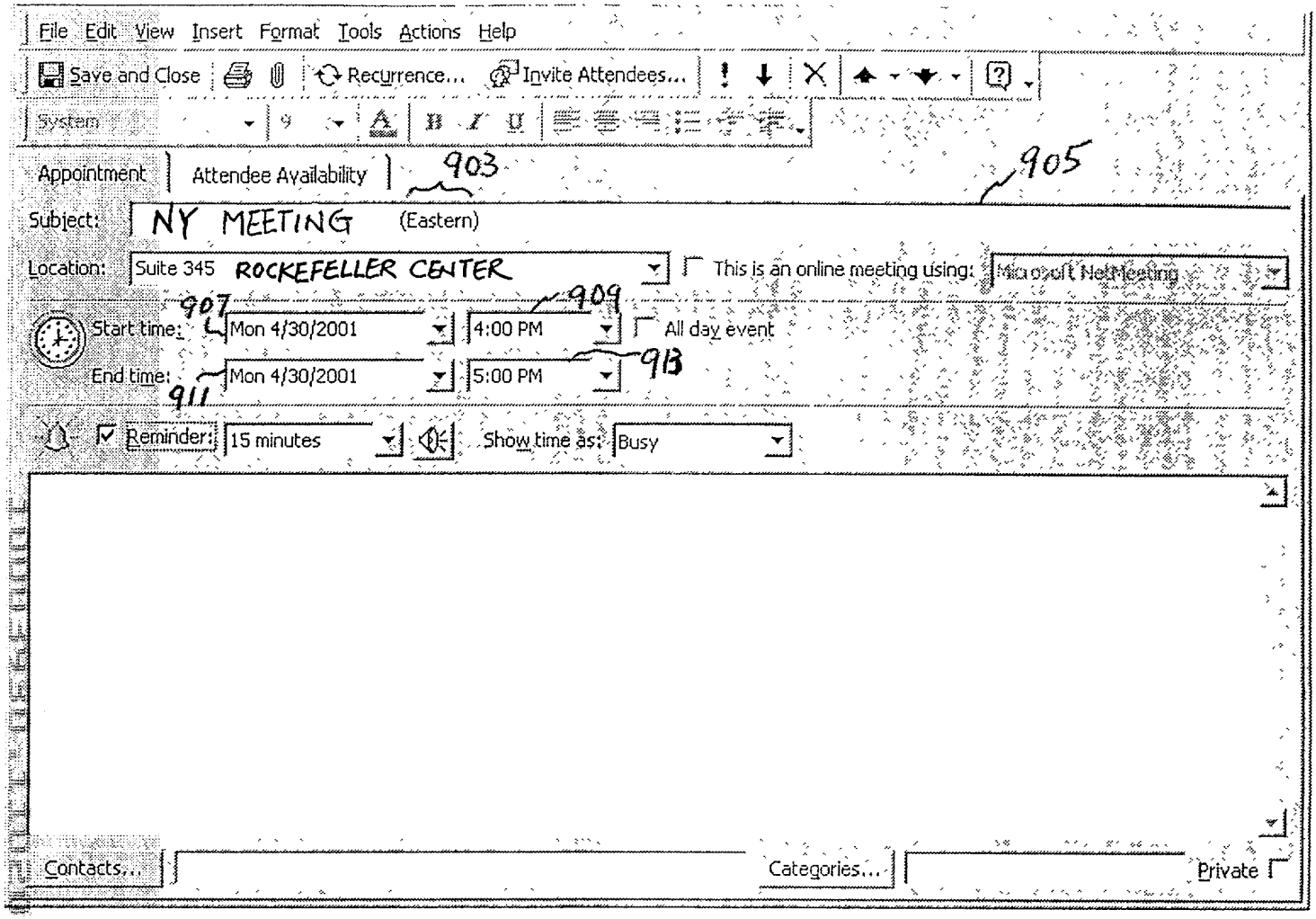

File Edit View Insert Format Tools Actions Help
Save and Close
Recurrence...
Invite Attendees...
Appointment
Attendee Availability
903
905
Subject: NY MEETING (Eastern)
Location: Suite 345 ROCKEFELLER CENTER
This is an online meeting using:
907
909
Start time: Mon 4/30/2001 4:00 PM
All day event
End time: Mon 4/30/2001 5:00 PM
913
911
Reminder: 15 minutes
Show time as: Busy
Contacts...
Categories...
Private

Fig. 11

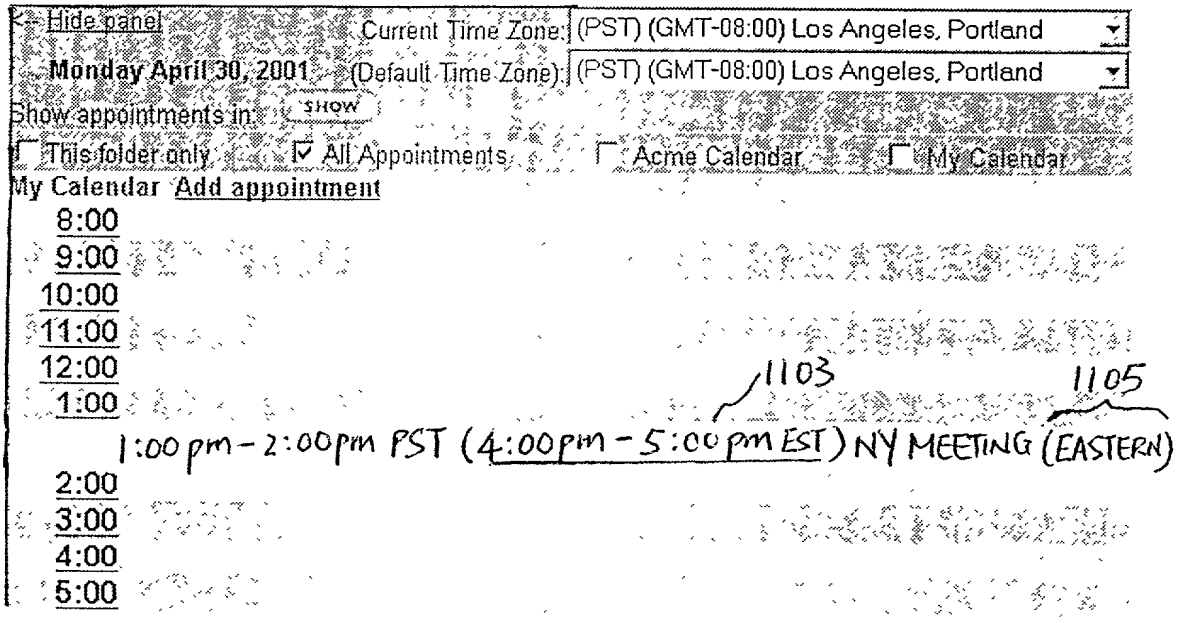
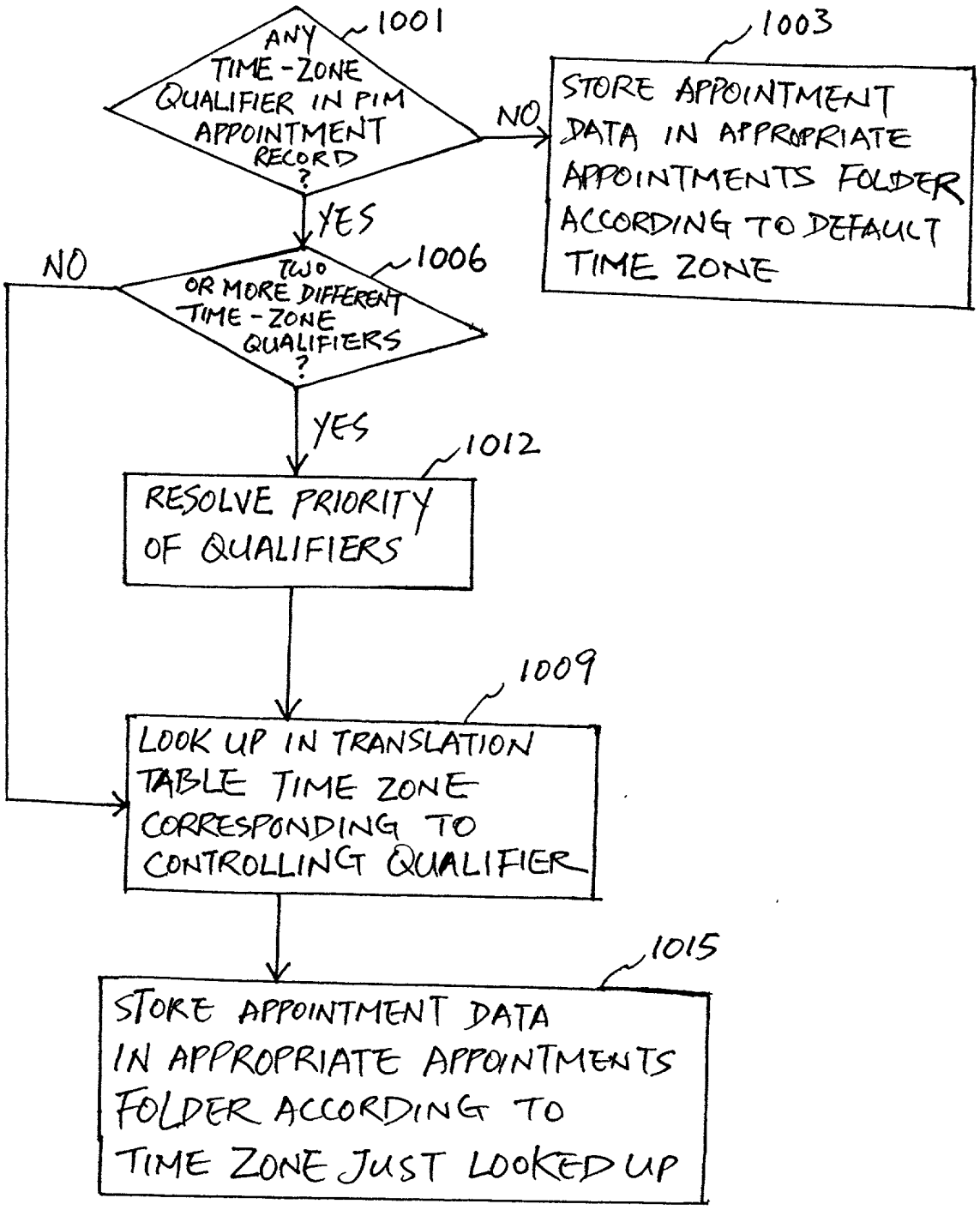

Hide panel
Current Time Zone: (PST) (GMT-08:00) Los Angeles, Portland
Monday April 30, 2001
(Default Time Zone): (PST) (GMT-08:00) Los Angeles, Portland
Show appointments in:
SHOW
This folder only
All Appointments
Acme Calendar
My Calendar
My Calendar Add appointment
8:00
9:00
10:00
11:00
12:00
1:00
1103
1105
1:00 pm - 2:00pm PST (4:00pm - 5:00 pm EST) NY MEETING (EASTERN)
2:00
3:00
4:00
5:00

Fig. 10


ANY TIME-ZONE QUALIFIER IN PIM APPOINTMENT RECORD ?
1001
NO
1003
STORE APPOINTMENT DATA IN APPROPRIATE APPOINTMENTS FOLDER ACCORDING TO DEFAULT TIME ZONE
YES
NO
TWO OR MORE DIFFERENT TIME-ZONE QUALIFIERS ?
1006
YES
1012
RESOLVE PRIORITY OF QUALIFIERS
1009
LOOK UP IN TRANSLATION TABLE TIME ZONE CORRESPONDING TO CONTROLLING QUALIFIER
1015
STORE APPOINTMENT DATA IN APPROPRIATE APPOINTMENTS FOLDER ACCORDING TO TIME ZONE JUST LOOKED UP